

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Craig Technologies

#### Delaware Manufacturing Extension Partnership

#### Strategic Growth Through Lean Manufacturing At Craig Technologies

**Client Profile:**

Craig Technologies is a Seaford, Delaware-based firm that manufactures precision plastic balls and other components used for original equipment manufacturers' (OEM) industrial bearings, valves, and pumps. The company, founded in 1993, employs 21 people.

**Situation:**

Although Craig Technologies' sales were growing at an average rate of 10 percent per year, the firm did not have the systems in place to continue to support this growth. Realizing that it needed to act fast, Craig Technologies approached the Delaware Manufacturing Extension Partnership (DEMEP), a NIST MEP network affiliate, for assistance. The company's initial targets included obtaining ISO 9001 certification and introducing a lean manufacturing program within the company.

**Solution:**

DEMEP responded by providing Craig Technologies with resource assistance and training to design, document, and implement a quality management system in compliance with ISO 9001 requirements. With the system in place by the end of 2001, the company will work toward achieving certification by the end of 2003. DEMEP also helped Craig obtain financial assistance from the Delaware Economic Development Office (DEDO) to offset approximately two-thirds of the cost of implementing the system through a workforce development training grant. DEMEP then designed a lean manufacturing work cell for one of Craig's product families, which was funded in part through a U.S. Department of Agriculture Rural Enterprise Grant obtained by the DEMEP.

**Results:**

Reduced in-house reworks by 50 to 60 percent.  
Increased on-time deliveries to key customers from 70 to 98 percent.  
Reduced lead times from 6-8 weeks to 3-5 weeks.  
Reduced in-house manufacturing cycle times from 3-4 weeks to 1-2 weeks.  
Improved machine setup times, reduced floor space requirements, and increased machine capacity.  
Augmented quality.

**Testimonial:**

[www.mep.nist.gov](http://www.mep.nist.gov)



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"The Delaware Manufacturing Extension Partnership understands real-world problems and systems; they're very knowledgeable."

Rob Hollenback, Vice President